Representative Payee Program

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Representative Payee Program Manager
BFC is a private, non-profit organization that has been contracted by the **DC Department of Behavioral Health** since 2002 to provide organizational payee services to consumers who receive Mental Health Rehabilitation Services in the District of Columbia.

The RPP contract allows us to provide services that:

- are **free of cost** to consumer
- follow the consumer as they move among mental health providers and treatment settings in DC
- provide transparency and impartiality
The consumers we serve are single adults with severe and persistent mental illness.

### Living Situation
- St Elizabeths Hospital: 4%
- Homeless: 8%
- Licensed Group Home: 37%
- Community: 51%

### Income Source
- SSI Only: 50%
- SSI+SSDI: 28%
- SSI/SSDI/OPM: 1%
- SSDI Only: 20%
- OPM+ SSDI: 1%
- OPM Only: 1%

### Average Monthly Income
- All Beneficiaries: $1,010
- Non-State Supplement: $776
- State Supplement: $1,393
- State Supplement: $1,375

### Income Supplement
- All Beneficiaries: $735
Our consumers experience frequent changes in living situation and other life events that impact their benefit eligibility and must be reported to SSA.

- Full-time Benefit Coordinator on staff
- Weekly in person appointments at our local SSA field office
- Encrypted email communication with SSA
Understaffing at SSA Offices

We have observed the decrease in staffing and strain on services at our local SSA office over time as a result of budget cuts, hiring freezes, and the inability to fill vacant positions quickly, if at all.

- Continuous pressure to reduce time committed to regularly scheduled visits
- Large workload for SSA staff limits ability to address issues between visits
- Highly skilled SSA staff move on to new positions quickly
- Processing delays lead to under- and overpayments, further complicating reporting and corrections

We fear even greater pressure with latest hiring freeze and proposed budget cuts.
Limited Online Resources

• Previously available online services have been eliminated
• Barred from using My Social Security for beneficiaries
• SSA BSO Internet Representative Payee Accounting submission is very limited in use
Hopes for the Future

• Continue commitment to dedicated staffing for Organizational Payees

• Develop new online resources that will increase capacity

• Advocate for changes in policies that will support beneficiaries ability to remain in their communities with and without the assistance of payees